

November 2, 2009

Working Title: Administrative Assistant 3

Type of Position: Full-Time, Permanent

Location: Olympia, Washington

Salary Range: \$2,598 – \$3,377 per month

Benefits: The UTC offers a comprehensive benefits package

Closing Date: This recruitment will close on November 16, 2009. However, we reserve the right and may exercise the option to make a hiring decision prior to the closing date.

The Washington Utilities and Transportation Commission (UTC) is seeking an experienced individual to provide administrative support to the Operations and Administration Division of the UTC.

AGENCY OVERVIEW

The UTC regulates the rates, services, and practices of privately-owned utilities and transportation companies, including electric, telecommunications, natural gas, water, and solid waste collection companies, private commercial ferries, buses, and household goods movers. The agency also enforces pipeline and railroad safety standards.

The mission of the UTC is to protect consumers by ensuring fairly priced, available, reliable, and safe utility and transportation services. The UTC helps consumers make informed choices; provides regulatory oversight in the absence of competitive markets; ensures consumer protection is maintained during and after the transition to more competitive markets; and ensures public safety is achieved by minimizing hazards resulting from company practices.

POSITION ROLE AND RESPONSIBILITIES

This position serves as the Administrative Assistant to the Director and sections within the Operations and Administration Division to include: Human Resources; Financial Services; Facilities; and Information Services. Responsibilities include: administrative support; correspondence management; performance management and tracking; scheduling; travel arrangements and follow-up; preparation and management of meeting materials; establishing administrative procedures; interpreting and applying administrative policies to the work of the division.

REQUIRED QUALIFICATIONS - The UTC is most interested in candidates who have the following:

High school graduation (or GED) and three years of senior administrative experience supporting a manager or supervisor.

- Knowledge of governmental organization; functions and administrative procedures; business correspondence; clerical procedures; and database management.
- Knowledge of proper English grammar; punctuation; correspondence; formatting and proofreading; and Plain Talk standards. Knowledge of professional phone etiquette to appropriately communicate with and assist others over the telephone.
- Proficient in software comparable to MS Office (Word, Excel, Access, PowerPoint); ability to compose, send and respond to electronic mail and use electronic office functions such as calendars and meeting requests; and internet/intranet connections.
- Ability to anticipate problems/challenges, analyze each situation, and develop effective solutions.
- Ability to research data. Identify and access sources in order to explain and provide information to assist or inform others.

- Ability to archive records as needed and assist with public disclosure requests.
- Ability to maintain confidentiality of sensitive records and information.

Skills and Abilities:

- Customer Focus – Responsive to both internal and external customers. Works with customer to identify needs; assumes responsibility for own role in meeting those needs. Ensures commitments to customers are met. Receptive to customer feedback.
- Results Focus – Accepts personal accountability for individual results or share of team results. Manages workload and interpersonal relationships to achieve results: prioritizes tasks appropriately, overcomes obstacles, works with others as necessary, and meets deadlines and quality standards.
- Communication Skills - Demonstrates communication skills (reading comprehension, writing, listening, speaking) appropriate to the position. Shows respect and courtesy in interpersonal communications.
- Adaptability/Flexibility - Open to new ideas. Responds constructively to change and stressful situations. In consultation with supervisor, adjusts plans to meet changing needs.
- Self-Development – Demonstrates proactive learning. Keeps knowledge and skills up-to-date. Solicits and accepts constructive feedback. Seeks developmental assignments to improve skills. Turns challenges into learning opportunities.

DESIRED QUALIFICATIONS

- Basic understanding of ex parte issues, commission practices and procedures, the open public meeting process, and working within a quasi-judicial system.
- Experience coordinating complex schedules.
- Ability to make travel arrangements and knowledge of the appropriate administrative rules/statutes and agency policies that apply.
- Legal and/or legislative background is extremely helpful.

SPECIAL NOTES:

Conflict of Interest: RCW 80.01.020 limits UTC's ability to employ any person who owns stock in any company the UTC regulates or is otherwise financially interested in such company. Such interests include those of an employee's spouse.

Authorization to Work: UTC may only hire those who are legally authorized to work in the United States.

Union Security: This position is covered by a union shop provision. Therefore, as a condition of employment, candidates who are appointed are required to become members of the Washington Federation of State Employees (WFSE) and pay dues or as a non-member pay an agency shop fee, a non-association fee or a representation fee. The union shop provision shall be effective no later than the 30th day following the effective date of the appointment.

APPLICATION PROCESS: Please submit the following materials:

1. A cover letter describing how you meet the position qualifications.
2. A résumé which includes your employment history.
3. Supplemental questionnaire - Tell us about your experience doing the following: (Please indicate which jobs, on your resume, reflect this experience)
 - A. Serves as a liaison between management and staff; coordinates work between multiple individuals or teams; tracks assignments and progress towards deadlines, and proposes improved workflows for efficiencies.
 - B. Researches and compiles information in response to information requests, including formal public records requests.
 - C. Writes and edits a variety of written materials such as reports, letters, memorandums and e-mail responses.

- D. Makes travel arrangements, schedules appointments, meetings and briefings, collects agenda items, prepares agendas, takes and posts minutes; prepares packets of materials.
 - E. Interprets and explains administrative policies and procedures.
 - F. Develops presentations in PowerPoint, creates or imports charts and graphs from excel, prepares and formats reports, maintains and retrieves information from databases.
4. 3-5 Professional references with direct knowledge of your qualifications for this position along with current contact information for each. Please include at least one reference from a current and former supervisor, and one from a current or former peer.
 5. The UTC will appreciate your voluntary cooperation in filling out the applicant profile data form and submitting it with your application materials. This information is for reporting purposes only and is strictly confidential. To download the form click ****Applicant Profile Data form**

Please send your materials to:

Email is preferred	If email is not possible mail materials to
Email: Jobs@utc.wa.gov Subject Line: Recruitment # 1009 9233 AA3	Recruitment # 1009 9233 AA3 Human Resource Office Washington Utilities and Transportation Commission PO Box 47250 Olympia, WA 98504-7250
By submitting materials you are indicating that all information is true and correct. The state may verify information. Any untruthful or misleading information is cause for removal from the applicant pool or dismissal if employed.	

QUESTIONS? Please call 664-1243 if you have any questions about this recruitment.

Visit these links to learn more about the UTC <http://www.wutc.wa.gov>, the state of Washington <http://access.wa.gov>, and the Olympia area <http://www.experiencewa.com/v5/poi/poi.aspx?poild=1143>.

The Utilities and Transportation Commission is an equal opportunity employer. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. Women, racial, and ethnic minorities, persons with disabilities, persons over 40 years of age, disabled and Vietnam era veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact Susan Holman at sholman@utc.wa.gov or 360 664-1243. Our statewide toll free TTY number is 800 416-5289.